

Attendance

1. A participant will receive training credit for OEDS classes as long as he or she attends and participates in all group activities and class assignments. If a participant arrives late or leaves early, the instructor for each class will determine if he or she will receive training credit or will receive an incomplete. The instructor has the final say in all incompletes.
2. If a participant receives an incomplete, he or she will not be able to make up the missed portion of the class at a later date at no charge. In order to get full credit for the class, the participant will need to register in another class and attend the entire class. The participant will be charged for the second class.
3. When a participant arrives after the class has started, the instructor will determine if he or she can stay for the remainder of the class. If the instructor determines the participant has missed too much of the class and cannot stay, the agency will be charged the chargeback fee. If a participant misses the first day of a multiple day class, he or she will not be able to attend the class. They will be charged the chargeback fee.
4. If a participant shows up late for a full class and the seat has already been given to an alternate, the late arriving participant will not be able to attend the class. The late arriving participant will not be charged for the class.

Fee Waivers

1. Emergency fee waivers will be granted when:
 - There has been a death in the participant's immediate family.
 - There has been an emergency that requires urgent medical attention or hospitalization of the participant or a member of the participant's immediate family.
 - A significant local, regional, or statewide natural or human caused emergency, state of emergency, or an inclement weather situation occurs making travel to/from an OEDS sponsored training site impractical or infeasible for the general populace.

The agency training manager or registration representative must send OEDS an explanatory e-mail within five business days after the start date of the class. The email needs to include:

- Participant name
- Agency
- Name of the class
- Date of the class
- City where the class was held
- Reason for the fee waiver request

The email needs to be sent to traininginfo@dop.wa.gov.

2. Fee waivers will be granted before a class has taken place when:

- A participant has been enrolled in the wrong class (meaning either a different than intended class title or a class date) by the agency and agency staff did not notice the error until after the cancel date (but prior to the start date of the class). If the agency notifies OEDS after the start date of the class, the agency will be charged for the class.
- The agency's registration representative incorrectly makes a participant substitution. In these cases OEDS must be notified of the mistake prior to the start date of the class. If notification is received after the start date of the class, the agency will be charged for the class.

3. Fee waivers will not be granted for:

- Routine health care appointments or elective surgery that are not emergencies or urgent and can be scheduled around training dates.
- Personal/family illnesses that do not require hospitalization.
- Urgent matters at official work stations that managers decide take precedence over a participant attending the training class, unless their presence at work is required due to a state declared emergency situation.
- Participant/agency vehicle mechanical problems.
- Traffic issues (due to congestion or an accident).
- Inclement weather that does not prohibit travel for the general populace.
- When an agency did not cancel an enrollment before the published class cancellation date.
- The participant's agency gives the employee inaccurate class dates, times, locations, or driving instructions.

Participant Alternates and Substitutes

1. When a participant is registered for a class but cannot attend and it is past the published cancellation date, the agency is responsible for finding an internal substitute.
2. When internal substitutes are not available, agency registration representatives can call DOP at 360-664-1921 and ask if there are other agencies that have employees registered as alternates. OEDS staff will give the representative the name(s) and telephone number(s) of the other agency registration representatives that have alternates for the class. The representative can contact those agencies to see if one of their alternates can attend.
 - a. When a substitute is found, the agency needing the substitute will send OEDS an email. The email will be sent to traininginfo@dop.wa.gov and to the agency that has the attending alternate. The email will need to include the following information:
 - i. The name of the class
 - ii. The date of the class
 - iii. The city where the class is being held
 - iv. The name and agency of the employee that cannot attend
 - v. The name and agency of the employee that will be attending the class.

- b. Once OEDS staff has made the substitution, an email will be sent to both agencies confirming the substitution has been made. If there is not enough time to send the new participant a confirmation letter, that participant's registration representative is responsible for getting the new participant the correct logistical information. If the new participant cancels or does not show up for the class, the agency with the new participant will be charged the chargeback fee.

(updated July 08)